

Bruce P. Beausejour

Vice President and General Counsel – New England

185 Franklin Street, Room 1403
Boston, MA 02110

Tel (617) 743-2445
Fax (617) 737-0648
bruce.p.beausejour@verizon.com

April 25, 2003

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

RE: D.T.E. 99-271

Dear Secretary Cottrell:

In accordance with the Department's November 21, 2000, Order in this proceeding, enclosed are copies of Verizon Massachusetts' March 2003 and January 2003 Reports under the Performance Assurance Plan ("PAP"). The February Report provides the preliminary credits calculated for monthly performance. As described in the PAP, improvements in Verizon Massachusetts' service levels over the next two months can reduce the level of final credits owed for the March performance month. The January Report provides the final credits for the month factoring improved performance in February and March.

Separate proprietary versions of the March 2003 and January 2003 PAP Reports containing carrier-specific performance and bill credit calculations (which are used to allocate the credits among eligible CLECs), are being filed with the Department under separate cover. The separate filing contains carrier-specific data and should be treated confidentially by the Department.

Verizon MA now offers CLECs direct on-line access to their PAP reports through the WISE (Wholesale Internet Service Engine) website. The attached letter describes the process for obtaining access to WISE Performance Measures. Please note that the March 2003 Preliminary PAP and the January 2003 Final PAP will be the last reports provided directly to the CLECs.

Thank you for your assistance in this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Joan Foster Evans, Hearing Officer
Attached Service List (e-mail)

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April 25, 2003

Michael Isenberg, Esquire, Director
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: D.T.E. 99-271

Dear Mr. Isenberg:

Enclosed you will find proprietary versions of the March 2003 preliminary and January 2003 final Performance Assurance Plan ("PAP") reports.

Verizon MA is requesting that this information be treated confidentially by the Department.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Mary Cottrell w/o attachment